

**FCC Form 481 - Carrier Annual Reporting
Data Collection Form**

REDACTED-FOR PUBLIC INSPECTION

FCC Form 481
OMB Control No. 3060-0986/OMB Control No. 3060-0819
July 2013

<010>	Study Area Code	259002
<015>	Study Area Name	PINE BELT CELLULAR, INC.
<020>	Program Year	2017
<030>	Contact Name: Person USAC should contact with questions about this data	Donna Counselman
<035>	Contact Telephone Number: Number of the person identified in data line <030>	3343854025 ext.
<039>	Contact Email Address: Email of the person identified in data line <030>	cores@pinebelt.net
	Form Type	54.313 and 54.422

**(100) Service Quality Improvement Reporting
Data Collection Form**

FCC Form 481

OMB Control No. 3060-0986/OMB Control No. 3060-0819

July 2013

<010>	Study Area Code	259002
<015>	Study Area Name	PINE BELT CELLULAR, INC.
<020>	Program Year	2017
<030>	Contact Name - Person USAC should contact regarding this data	Donna Counselman
<035>	Contact Telephone Number - Number of person identified in data line <030>	3343854025 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	cores@pinebelt.net

<110>	Has your company received its ETC certification from the FCC?	(yes / no) <input checked="" type="radio"/> <input type="radio"/>
	If your answer to Line <110> is yes, do you have an existing §54.202(a) "5	
<111>	year plan" filed with the FCC?	(yes / no) <input checked="" type="radio"/> <input type="radio"/>

If your answer to Line <111> is yes, please file a progress report, on line <112> delineating the status of your company's existing § 54.202(a) "5 year plan" on file with the FCC, as it relates to your provision of voice telephony service.

<112> Attach Five-Year Service Quality Improvement Plan or, in subsequent years, your annual progress report filed pursuant to 47 C.F.R. § 54.313(a)(1). If your company is a CETC which only receives frozen support, your progress report is only required to address voice telephony service.

259002a1112.pdf

Name of Attached Document

Please select the appropriate responses below (Yes, No, Not Applicable) to confirm that the attached document(s), on line 112, contains a progress report on its five-year service quality improvement plan pursuant to §54.202(a). The information shall be submitted at the wire center level or census block as appropriate.

- <113> Maps detailing progress towards meeting plan targets
- <114> Report how much universal service (USF) support was received
- <115> How much (USF) was used to improve service quality and how support was used to improve service quality
- <116> How much (USF) was used to improve service coverage and how support was used to improve service coverage
- <117> How much (USF) was used to improve service capacity and how support was used to improve service capacity
- <118> Provide an explanation of network improvement targets not met in the prior calendar year.

Yes
Yes
Yes
Yes
Yes
Yes

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<210> For the prior calendar year, were there any reportable voice service outages? No

**(300) Unfulfilled Service Request
Data Collection Form**

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<039>	Contact Email Address - Email Address of person identified in data line <030>	cores@pinebelt.net

<300> Unfulfilled service request (voice)

0

<310> Detail on attempts (voice)

Name of Attached Document

<320> Unfulfilled service request (broadband)

<330> Detail on attempts (broadband)

Name of Attached Document

(400) Number of Complaints per 1,000 customers Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<010>	Study Area Code	259002
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<035>	Contact Telephone Number - Number of person identified in data line <030>	3343854025 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	cores@pinebelt.net
<400>	Select from the drop-down list to indicate how you would like to report voice complaints (zero or greater) for voice telephony service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize. Offered both fixed and mobile voice	
<410>	Complaints per 1000 customers for fixed voice	0 . 0
<420>	Complaints per 1000 customers for mobile voice	0 . 0
<430>	Select from the drop-down list to indicate how you would like to report end-user customer complaints (zero or greater) for broadband service in the prior calendar year for each service area in which you are designated an ETC for any facilities you own, operate, lease, or otherwise utilize.	
<440>	Complaints per 1000 customers for fixed broadband	
<450>	Complaints per 1000 customers for mobile broadband	

(500) Compliance With Service Quality Standards and Consumer Protection Rules		FCC Form 481
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<039>	Contact Email Address - Email Address of person identified in data line <030>	cores@pinebelt.net
<500>	Certify compliance with applicable service quality standards and consumer protection rules	Yes
259002a1510.pdf		
<510>	Descriptive document for Service Quality Standards & Consumer Protection Rules Compliance	

(600) Functionality in Emergency Situations Data Collection Form	REDACTED-FOR PUBLIC INSPECTION	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<039>	Contact Email Address - Email Address of person identified in data line <030>	cores@pinebelt.net
<600>	Certify compliance regarding ability to function in emergency situations	Yes
<610>	Descriptive document for Functionality in Emergency Situations	259002a1610.pdf

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<039>	Contact Email Address - Email Address of person identified in data line <030>	cores@pinebelt.net
<810>	Reporting Carrier	Pine Belt Cellular, Inc.
<811>	Holding Company	Pine Belt Communications Co. Inc.
<812>	Operating Company	Pine Belt Cellular, Inc.

[illegible]

(900) Tribal Lands Reporting Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<900> Does the filing entity offer tribal land services? (Y/N) No

<910> Tribal Land(s) on which ETC Serves

<920> Tribal Government Engagement Obligation

Name of Attached Document

If your company serves Tribal lands, please select (Yes,No, NA) for each these boxes to confirm the status described on the attached document(s), on line 920, demonstrates coordination with the Tribal government pursuant to § 54.313(a)(9) includes:

- <921> Needs assessment and deployment planning with a focus on Tribal community anchor institutions.
- <922> Feasibility and sustainability planning;
- <923> Marketing services in a culturally sensitive manner;
- <924> Compliance with Rights of way processes
- <925> Compliance with Land Use permitting requirements
- <926> Compliance with Facilities Siting rules
- <927> Compliance with Environmental Review processes
- <928> Compliance with Cultural Preservation review processes
- <929> Compliance with Tribal Business and Licensing requirements.

Select Yes or No or Not Applicable

**(1000) Voice and Broadband Service Rate Comparability
Data Collection Form**

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<1000> Voice services rate comparability certification Yes

<1010> Attach detailed description for voice services rate comparability compliance 259002a11010.pdf

Name of Attached Document

<1020> Broadband comparability certification

<1030> Attach detailed description for broadband comparability compliance

Name of Attached Document

**(1100) No Terrestrial Backhaul Reporting
Data Collection Form**

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<1100> Certify whether terrestrial backhaul options exist (Y/N)

Yes

<1130> Please select the appropriate response (Yes, No, Not Applicable) to confirm the reporting carrier offers broadband service of at least 1 Mbps downstream and 256 kbps upstream within the supported area pursuant to § 54.313(g).

(1200) Terms and Condition for Lifeline Customers Lifeline Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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<1210> Terms & Conditions of Voice Telephony Lifeline Plans

Name of Attached Document

<1220> Link to Public Website

HTTP <http://www.pinebelt.net/>

"Please check these boxes below to confirm that the attached document(s), on line 1210, or the website listed, on line 1220, contains the required information pursuant to § 54.422(a)(2) annual reporting for ETCs receiving low-income support, carriers must annually report:

- | | |
|--|-------------------------------------|
| <1221> Information describing the terms and conditions of any voice telephony service plans offered to Lifeline subscribers, | <input checked="" type="checkbox"/> |
| <1222> Details on the number of minutes provided as part of the plan, | <input checked="" type="checkbox"/> |
| <1223> Additional charges for toll calls, and rates for each such plan. | <input checked="" type="checkbox"/> |

(2000) Price Cap Carrier Additional Documentation

FCC Form 481

Data Collection Form

OMB Control No. 3060-0986/OMB Control No. 3060-0819

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

July 2013

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Select the appropriate responses below (Yes, No, Not Applicable) to note compliance as a recipient of Incremental High Cost support, High Cost support to offset access charge reductions, and Connect America Phase II support as set forth in 47 CFR § 54.313(b),(c),(d),(e). The information reported on this form and in the documents attached below is accurate.

Incremental Connect America Phase I reporting

<2010>	2nd Year Certification 47 CFR § 54.313(b)(1)(i) - Note that for the July 1 2016 certification, this applies to Round 2 recipients of Incremental Support		
<2011>	3rd Year Certification 47 CFR § 54.313(b)(1)(ii) - Note that for the July 1 2016 certification, this applies to Round 1 recipients of Incremental Support		
<2022>	Recipient certifies, representing year two after filing a notice of acceptance of funding pursuant to 54.312(c), that the locations in question are not receiving support under the Broadband Initiatives Program or the Broadband Technology Opportunities Program for projects that will provide broadband with speeds of at least 4 Mbps/1Mbps - 54.313(b)(2)(i). Round 2 recipients only.		
<2023>	The attachment on line 2024 includes a statement of the total amount of capital funding expended in the previous year in meeting Connect America Phase I deployment obligations, accompanied by a list of census blocks indicating where funding was spent. This covers year two - 54.313(b)(2)(ii). Round 2 recipients only.		
<2024A>	Round 2 Recipient of Incremental Support?		
<2024B>	Attach list of census blocks indicating where funding was spent in year two - 54.313(b)(2)(ii). Round 2 recipients only.	Name of Attached Document Listing Required Information	
<2025A>	Round 1 or Round 2 Recipient of Incremental Support?		
<2025B>	Attach geocoded Information for Phase I milestone reports (Round 1 for year three and Round 2 for year two) - Connect America Fund , WC Docket 10-90, Report and Order, FCC 13-	Name of Attached Document Listing Required Information	
<2015>	2016 and future Frozen Support Certification 47 CFR § 54.313(c)(4)		

(2000) Price Cap Carrier Additional Documentation (Continued)

Data Collection Form

Including Rate-of-Return Carriers affiliated with Price Cap Local Exchange Carriers

FCC Form 481

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July 2013

Price Cap Carrier Connect America ICC Support {47 CFR § 54.313(d)}

<2016> Certification support used to build broadband

Connect America Phase II Reporting {47 CFR § 54.313(e)}

<2017A> Connect America Fund Phase II recipient?

<2017B> Attach information for Phase II - 54.313(e)(1) - list of geocoded locations already meeting the 54.309 public interest obligations at the end of calendar year 2015 and total amount of Phase II support, if any, the price

Name of Attached Document Listing
Required Information

cap carrier used for capital expenditures in 2015.

<2018> Attach the number, names, and addresses of community anchor institutions to which the carrier newly began providing access to broadband service in the preceding calendar year - 54.313(e)(2)(ii)

Name of Attached Document Listing
Required Information

<2019> Recipient certifies that it bid on category one telecommunications and Internet access services in response to all FCC Form 470 postings seeking broadband service that meets the connectivity targets for the schools and libraries universal service support program for eligible schools and libraries located within any area in a census block where the carrier is receiving Phase II model-based support, and that such bids were at rates reasonably comparable to rates charged to eligible schools and libraries in urban areas for comparable offerings - 54.313(e)(2)(v)

<2020> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 40% of its supported locations in the state on December 31, 2017 - 54.313(e)(3)

<2021> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 60% of its supported locations in the state on December 31, 2018 - 54.313(e)(4)

<2026> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 80% of its supported locations in the state on December 31, 2019 - 54.313(e)(5)

<2027> Recipient certifies that it offered broadband meeting the requisite public interest obligations specified in §54.309 to 100% of its supported locations in the state on December 31, 2020 - 54.313(e)(6)

**(3005) Rate Of Return Carrier Additional Documentation
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Complete the items below to note compliance with five year service quality plan (pursuant to 47 CFR § 54.202(a)) and, for privately held carriers, ensuring compliance with the financial reporting requirements set forth in 47 CFR § 54.313(f)(2). I further certify that the information reported on this form and in the documents attached below is accurate.

(3009)	Progress Report on 5 Year Plan Carrier certifies to 54.313(f)(1)(iii)	
(3010A)	Milestone Certification {47 CFR § 54.313(f)(1)(i)}	
(3010B)	Please Provide Attachment	Name of Attached Document Listing Required Information
(3012A)	Community Anchor Institutions {47 CFR § 54.313(f)(1)(ii)}	
(3012B)	Please Provide Attachment	Name of Attached Document Listing Required Information
(3013)	Is your company a Privately Held ROR Carrier {47 CFR § 54.313(f)(2)}	(Yes/No) <input type="radio"/> <input type="radio"/>
(3014)	If yes, does your company file the RUS annual report	(Yes/No) <input type="radio"/> <input type="radio"/>
	Please check these boxes to confirm that the attached PDF, on line 3017, contains the required information pursuant to § 54.313(f)(2) compliance requires:	
(3015)	Electronic copy of their annual RUS reports (Operating Report for Telecommunications Borrowers)	<input type="checkbox"/>
(3016)	Document(s) with Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3017)	If the response is yes on line 3014, attach your company's RUS annual report and all required documentation	Name of Attached Document Listing Required Information
(3018)	If the response is no on line 3014, is your company audited?	(Yes/No) <input type="radio"/> <input type="radio"/>
	If the response is yes on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	
(3019)	Either a copy of their audited financial statement; or (2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3020)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3021)	Management letter and/or audit opinion issued by the independent certified public accountant that performed the company's financial audit.	<input type="checkbox"/>
	If the response is no on line 3018, please check the boxes below to confirm your submission on line 3026 pursuant to § 54.313(f)(2), contains:	
(3022)	Copy of their financial statement which has been subject to review by an independent certified public accountant; or 2) a financial report in a format comparable to RUS Operating Report for Telecommunications Borrowers	<input type="checkbox"/>
(3023)	Underlying information subjected to a review by an independent certified public accountant	<input type="checkbox"/>
(3024)	Underlying information subjected to an officer certification.	<input type="checkbox"/>
(3025)	Document(s) for Balance Sheet, Income Statement and Statement of Cash Flows	<input type="checkbox"/>
(3026)	Attach the worksheet listing required information	Name of Attached Document Listing Required Information

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(3005) Rate Of Return Carrier Additional Documentation (Continued)

FCC Form 481

Data Collection Form

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Financial Data Summary

(3027) Revenue

(3028) Operating Expenses

(3029) Net Income

(3030) Telephone Plant In Service(TPIS)

(3031) Total Assets

(3032) Total Debt

(3033) Total Equity

(3034) Dividends

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4005 Rural Broadband Experiment

Authorized Rural Broadband Experiment (RBE) recipients must address the certification for public interest obligations, provide a list of newly served community anchor institutions, and provide a list of locations where broadband has been deployed.

Public Interest Obligations – FCC 14-98 (paragraphs 26-29, 78)

Please address Line 4001 regarding compliance with the Commission’s public interest obligations. All RBE participants must provide a response to Line 4001.

4001. Recipient certifies that it is offering broadband to the identified locations meeting the requisite public interest obligations consistent with the category for which they were selected, including broadband speed, latency, usage capacity, and rates that are reasonably comparable to rates for comparable offerings in urban areas?

Community Anchor Institutions – FCC 14-98 (paragraph 79)

4003a. RBE participants must provide the number, names, and addresses of community anchor institutions to which they newly deployed broadband service in the preceding calendar year. On this line, please respond (yes – attach new community anchors, no – no new anchors) to indicate whether this list will be provided.

If yes to 4003A, please provide a response for 4003B.

4003b. Provide the number, names and addresses of community anchor institutions to which the recipient newly began providing access to broadband service in the preceding calendar year.	Name of Attached Document Listing Required Information	
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Broadband Deployment Locations – FCC 14-98 (paragraph 80)

4004a. Attach a list of geocoded locations to which broadband has been deployed as of the June 1st immediately preceding the July 1st filing deadline for the FCC Form 481.	Name of Attached Document Listing Required Information	
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4004b. Attach evidence demonstrating that the recipient is meeting the relevant public service obligations for the identified locations. Materials must at least detail the pricing, offered broadband speed and data usage allowances available in the relevant geographic area.	Name of Attached Document Listing Required Information	
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Certification - Reporting Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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TO BE COMPLETED BY THE REPORTING CARRIER, IF THE REPORTING CARRIER IS FILING ANNUAL REPORTING ON ITS OWN BEHALF:

Certification of Officer as to the Accuracy of the Data Reported for the Annual Reporting for CAF or LI Recipients	
I certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual reporting requirements for universal service support recipients; and, to the best of my knowledge, the information reported on this form and in any attachments is accurate.	
Name of Reporting Carrier: PINE BELT CELLULAR, INC.	
Signature of Authorized Officer: CERTIFIED ONLINE	Date 06/24/2016
Printed name of Authorized Officer: JOHN NETTLES	
Title or position of Authorized Officer: PRESIDENT	
Telephone number of Authorized Officer: 3343855001 ext.	
Study Area Code of Reporting Carrier: 259002	Filing Due Date for this form: 07/01/2016
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

Certification - Agent / Carrier Data Collection Form	FCC Form 481 OMB Control No. 3060-0986/OMB Control No. 3060-0819 July 2013
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TO BE COMPLETED BY THE REPORTING CARRIER, IF AN AGENT IS FILING ANNUAL REPORTS ON THE CARRIER'S BEHALF:

Certification of Officer to Authorize an Agent to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I certify that (Name of Agent) _____ is authorized to submit the information reported on behalf of the reporting carrier. I also certify that I am an officer of the reporting carrier; my responsibilities include ensuring the accuracy of the annual data reporting requirements provided to the authorized agent; and, to the best of my knowledge, the reports and data provided to the authorized agent is accurate.	
Name of Authorized Agent:	
Name of Reporting Carrier:	
Signature of Authorized Officer:	Date:
Printed name of Authorized Officer:	
Title or position of Authorized Officer:	
Telephone number of Authorized Officer:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
Persons willfully making false statements on this form can be punished by fine or forfeiture under the Communications Act of 1934, 47 U.S.C. §§ 502, 503(b), or fine or imprisonment under Title 18 of the United States Code, 18 U.S.C. § 1001.	

TO BE COMPLETED BY THE AUTHORIZED AGENT:

Certification of Agent Authorized to File Annual Reports for CAF or LI Recipients on Behalf of Reporting Carrier	
I, as agent for the reporting carrier, certify that I am authorized to submit the annual reports for universal service support recipients on behalf of the reporting carrier; I have provided the data reported herein based on data provided by the reporting carrier; and, to the best of my knowledge, the information reported herein is accurate.	
Name of Reporting Carrier:	
Name of Authorized Agent Firm:	
Signature of Authorized Agent or Employee of Agent:	Date:
Name of Authorized Agent Employee:	
Title or position of Authorized Agent or Employee of Agent	
Telephone number of Authorized Agent or Employee of Agent:	
Study Area Code of Reporting Carrier:	Filing Due Date for this form:
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Attachments

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**(700) Price Offerings including Voice Rate Data
Data Collection Form**

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<701>	Residential Local Service Charge Effective Date	1/1/2016
<702>	Single State-wide Residential Local Service Charge	19.95

<703>

[illegible]

REDACTED-FOR PUBLIC INSPECTION

(800) Operating Companies	FCC Form 481
Data Collection Form	OMB Control No. 3060-0986/OMB Control No. 3060-0819
	July 2013

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<030>	Contact Name - Person USAC should contact regarding this data	Donna Counselman
<035>	Contact Telephone Number - Number of person identified in data line <030>	3343854025 ext.
<039>	Contact Email Address - Email Address of person identified in data line <030>	cores@pinebelt.net
<810>	Reporting Carrier	Pine Belt Cellular, Inc.
<811>	Holding Company	Pine Belt Communications Co. Inc.
<812>	Operating Company	Pine Belt Cellular, Inc.

[illegible]

Redacted – For Public Inspection

Pine Belt Cellular, Inc.

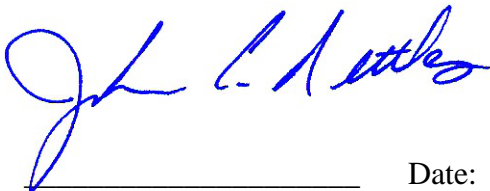
**54.313 Compliance Report
Five-Year Service Quality Improvement Plan**

REDACTED-FOR PUBLIC INSPECTION
Pine Belt Cellular, Inc.
54.313 Compliance Report

II. Certifications

Pine Belt Cellular, Inc. certifies that it;

- a) complies with the applicable service quality standards and consumer protection rules;
- b) is capable to of functioning in emergency situations as set forth in §54.202(a)(2) of the Commission's Rules;
- c) offers a local usage plans comparable to that offered by the incumbent LEC in the relevant service areas;
- d) uses the sole brand name of Pine Belt Wireless and does so in all study areas where it holds CETC status; and
- e) acknowledges that the Commission may require it to provide equal access to long distance carriers in the event that no other eligible telecommunications carrier is providing equal access within the service area.



By: _____ Date: June 24, 2016
John C. Nettles, President
Pine Belt Cellular, Inc.

Pine Belt Cellular, Inc. (SAC – 259002)
Demonstration of Complying with Applicable Service Quality Standards
And
Consumer Protection Rules

Pine Belt Cellular, Inc. (“The Company”) hereby certifies that it is complying with applicable service quality standards and consumer protection rules. The Company is subject to consumer protection obligations with CPNI, Red Flag Rules and other applicable federal and state requirements governing the protection of customers’ privacy. The Company also conforms to the CTIA Consumer Code for Wireless Service in the following ways:

- Rates and terms of service are disclosed to consumers;
- Maps are available showing where service is generally available;
- Customers are provided with contract terms and service changes are confirmed;
- The Company allows a trial period for new service;
- Specific disclosures are provided in advertising;
- Carrier charges are separately identified from taxes on billing statements;
- Customers are given the right to terminate service for changes to contract terms;
- Customers have ready access to local customer service;
- The Company promptly responds to consumer inquiries and complaints received from government agencies; and
- The Company abides by policies for protection of customer privacy.

Pine Belt Cellular, Inc. (SAC – 259002)
Demonstration of Ability to Function in Emergency Situations

Pine Belt Cellular, Inc. (“The Company”) hereby certifies that it is able to function in emergency situations as set forth in the Code of Federal Regulations, Title 47, Part 54, Subpart C, §54.202(a)(2)¹.

The Company is prepared to ensure continued service in an emergency situation. Twenty (20) percent of The Company’s cell sites are equipped with permanent generators. The Company maintains an inventory of portable generators for use at other sites as necessary. Approximately fifty (50) percent of The Company’s sites are served via redundant fiber optic backhaul facilities. The Company has adequate growth capacity built into its critical network choke points to handle traffic spikes. By making the necessary translation changes at its mobile switching center The Company is cable of rerouting traffic as may be required in an emergency situation.

Additionally, The Company generally follows the same guidelines, policies and procedures with respect to restoring services in the event of an emergency or widespread network outage as that of its ILEC affiliate, Pine Belt Telephone Company. These standards have been in place for many years and are periodically reviewed and modified to ensure said procedures remain applicable.

Pine Belt Cellular, Inc. (SAC – 259002)
Demonstration of Complying with Voice Services Comparability

Pine Belt Cellular, Inc. (“Company”) hereby certifies that its fixed voice service is no more than two standard deviations above the national average urban rate for voice service, as published annually by the Wireline Competition Bureau, as required in 47 C.F.R. § 54.313(a)(10). The Company has a fixed voice local service rate of \$19.99 which is less than the national average monthly rate of \$21.93.

PINE BELT CELLULAR, INC. D/B/A PINE BELT WIRELESS LIFELINE ASSISTANCE PROGRAM

What Is Lifeline Assistance?

Lifeline Assistance is a government assistance program that provides a monthly credit to the local telephone service bill of residential customers. If you qualify for Lifeline Assistance, Pine Belt Wireless will discount your local telephone charge by \$9.25 each month. Lifeline customers may subscribe to any service plans offered by Pine Belt Wireless.

How Do I Qualify for Lifeline Assistance?

Lifeline Assistance is a federal benefit available to residential telephone customers who have an annual household income at or below 135% of the Federal Poverty Guidelines for a household of its size or who participate in any of the following low-income assistance programs:

- ❖ Medicaid
- ❖ Supplemental Nutrition Assistance Program (SNAP or Food Stamps)
- ❖ Supplemental Security Income (SSI)
- ❖ Section 8 Federal Public Housing Assistance (FPHA)
- ❖ Low Income Home Energy Assistance Program (LIHEAP)
- ❖ Temporary Assistance for Needy Families (TANF)
- ❖ National School Lunch Program's Free Lunch Program (NSLP)

You may also be eligible for Lifeline Assistance even if you do not personally participate in one of these programs, as long as an individual who lives in your household, and for whom you are financially responsible, participates in at least one of these programs.

For purposes of the Lifeline program, a "household" is defined as any individual or group of individuals who live together at the same address and share in the household's income and expenses. A household may include related and unrelated persons.

If you want to qualify for Lifeline Assistance based on your annual household income, you must provide proof of your income through one or more of the following:

- Most recent state or federal tax return
- Retirement/pension statement of benefits
- Current income statement from an employer
- Unemployment/Workmen's Compensation Statement of Benefits
- Paycheck stubs for most recent 3 months
- Federal notice letter of participation in General Assistance
- Social Security Statement of Benefits
- Veterans Administration Statement of Benefits
- Child Support document
- Divorce decree
- Other official document containing income information for at least 3 months time

If you want to qualify for Lifeline Assistance based on participation in one of the low-income assistance programs, you must provide proof of participation with one or more of the following:

- Current or prior year's statement of benefits from a qualifying state or federal program
- A notice letter of participation in a qualifying state or federal program
- Program participation documents, such as a copy of your SNAP card, Medicaid card, etc.
- Other official document evidencing the qualifying person's participation in one of the listed state or federal low-income assistance programs

Pine Belt Wireless will NOT keep a copy of any of the supporting documentation you provide.

Are There Any Restrictions on Lifeline Assistance?

Lifeline Assistance is only available for one telephone or wireless (cellular) line per household, which is used as the primary residential line. The household may not receive Lifeline benefits from more than one company. Violation of this "one-per-household" rule is a violation of the rules of the Federal Communications Commission and will result in your de-enrollment from the Lifeline Assistance program and possible prosecution by the United States Government.

Lifeline Assistance is a federal benefit – willfully making false statements in order to receive government assistance can result in a fine or imprisonment or cause you to be de-enrolled or barred from the program. It is also a violation of federal law to rent, sell or give away your Lifeline service to any other individual.

You must notify Pine Belt Wireless within 30 days if you no longer participate in the government assistance program(s) that qualify you for Lifeline Assistance; if your qualifying annual household income exceeds 135% of the Federal Poverty Guidelines; or if you no longer qualify to receive Lifeline Assistance for any other reason. If you move to a new address, you must also provide your new address to Pine Belt Wireless within 30 days after relocating.

Wireless services are available only in areas where Pine Belt Wireless has been designated as an Eligible Telecommunications Carrier ("ETC"). Your principal residence must be within a Pine Belt Wireless ETC service area. Your coverage map provides an approximation of areas excluded or included under your service plan. Charges will be based on the location of the site receiving and transmitting the call, not the location of the subscriber.

Outgoing international long distance calling is prohibited. International roaming is prohibited. All calling minutes under your service plan must be used within the local service area for which Pine Belt Wireless has been designated as an ETC in Alabama, as determined by your residential address. The airtime minutes used in long distance calls to the United States will be discounted from the plan. Roaming service (use outside of the local service area) will be billed at a rate of \$.35 per minute. Minutes in excess of the minutes provided in your calling plan will be billed at a rate of \$.35 per minute.

You are responsible for the cost of a compatible wireless phone to receive service. Lifeline Assistance may not be applied to offset the cost of your wireless equipment. Prepaid wireless Lifeline subscribers may lose their Lifeline discount if the service is not used for 60 consecutive days.

How Do I Apply for Lifeline Assistance?

You may apply in person for Lifeline Assistance at Pine Belt Wireless' business office, located at 3984 County Road 32 in Arlington, Alabama, between the hours of 7:30 a.m. and 4:30 p.m., Monday through Friday. You may also apply at any of our other retail offices listed below. You must complete the Lifeline application form and bring proof of your eligibility for Lifeline Assistance based on either your household income or participation in one of the qualifying low-income assistance programs. If you have questions about Lifeline Assistance, you may call our customer service representatives at 334-385-2106, or toll free at 1-888-810-4638, during normal business hours.

Pine Belt Wireless has additional retail offices at the following locations:

310A South Main Street (334) 295-5585
Linden, Alabama

5 Broad Street (334) 878-8000
Selma, Alabama

8 Camden Bypass (334) 682-9655
Camden, Alabama

117 West Pushmataha Street (205) 459-5585
Butler, Alabama

1541 Highway 5 South (334) 683-4977
Marion, Alabama